



*Virginia Information Technologies Agency*



# Work Request Estimate Process

Perry Pascual

---

CIO Council  
Sept. 12, 2012





## Purpose

- Define the term estimate and its purpose
- Describe types of estimates
- Provide an overview of the estimate process
- Provide performance and delivery goals of the process



## Definition and Scope of an Estimate

- Provides an approximate cost for the requested service
  - Includes both a one-time and monthly recurring cost
  - Does not include detailed costs or a technical solution
- The estimate is non-binding
- Used solely for the budgetary purposes, not for full technical solutions
  - Estimate variance goal is 5-10 percent
- Assumptions:
  - The customer is currently receiving services from VITA
  - Based on Northrop Grumman providing the service
  - The service is currently offered



## Types of Estimates

1. Self-serve estimates: Request is simple and the customer may be able to determine the cost by referencing the IT service catalog
2. VITA-prepared estimates: Request is complex but VITA is able to determine the cost based on past requests and/or using resource unit rates
3. Northrop Grumman-prepared estimates: Request is complex and contains items that VITA is not able to estimate



## Estimate Process

### 1. Self-serve estimates:

- Customer accesses the information on the IT service catalog as needed
- Standard forms are also an available resource for the customer

### 2. VITA-prepared estimates:

- Customer notifies the customer account manager (CAM) of their need and provides the details
- CAM works within VITA to prepare the estimate for the customer
- Customer notified if VITA requires Northrop Grumman to prepare the estimate



## Estimate Process

### 3. Northrop Grumman-prepared estimates:

- Customer notifies the CAM of their need and provides the details
- CAM assigns a work request number and submits the request to Northrop Grumman; some dialog may be required between the customer and Northrop Grumman to gain a better understanding of the request
- Northrop Grumman delivers the estimate to VITA, who reviews and prices the request prior to delivering it to the customer



## Estimate Performance and Delivery Goals

### 1. Self-serve estimates:

- Customer has immediate access to the cost information via the IT service catalog

### 2. VITA-prepared estimates:

- Target of 10 business days for response time

### 3. Northrop Grumman-prepared estimates:

- Target of 30 business days for response time to VITA; VITA will require several additional days for review and pricing prior to the delivery of the estimate to the customer
- A separate work request number is needed if the customer decides to proceed and requests a full solution



## Useful Links

- IT service catalog
  - <http://shop.vita.virginia.gov>
  - The form library for standard forms is located at this site
- Infrastructure services ordering matrix
  - <http://1.usa.gov/IZhgLS>